AMENDMENTS TO THE DRAWINGS

Please replace Figs. 5.1-5.7, Figs. 7.1-7.2, Figs. 8.1-8.2 and Figs. 11a.1-11d.3 with the

attached amended figures on drawing pages numbered 6-9, 11-12, 16-23.
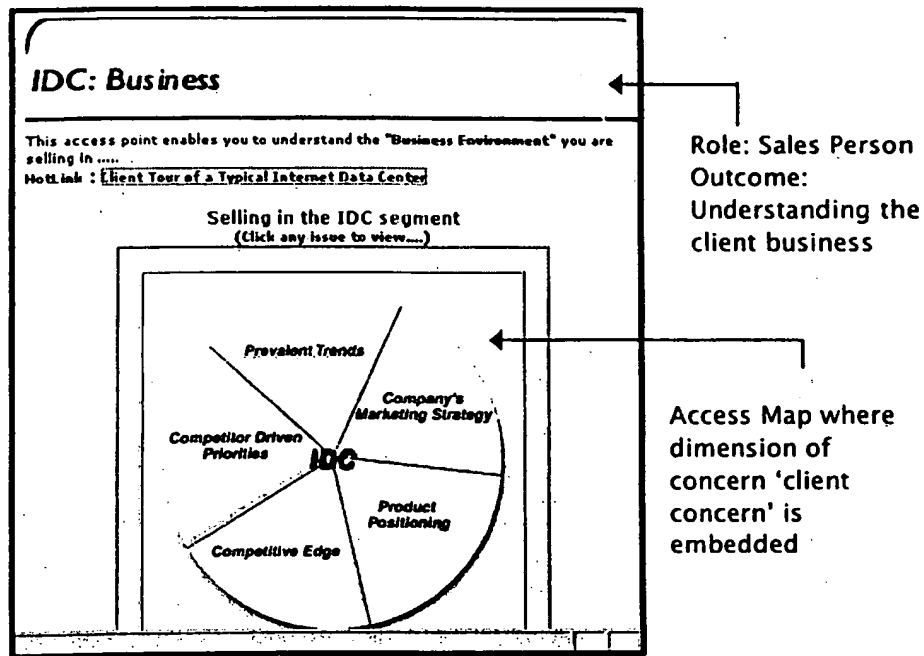
FIG. 5.1 EXAMPLE OF INDOC OPERATIONS

IDC: Business

This access point enables you to understand the "Business Environment" you are selling in .....

Hot Link : Client Tour of a Typical Internet Data Center

Selling in the IDC segment
(Click any issue to view....)

Prevalent Trends

Company's Marketing Strategy

Competitor Driven Priorities

IDC

Product Positioning

Competitive Edge

Role: Sales Person
Outcome:
Understanding the
client business

Access Map where
dimension of
concern 'client
concern' is
embedded

FIG. 5.2

Internet Data Centre (IDC)

Key Market Trends

Company Statistics

Views & Analysis

Analyst Comments

Access to
knowledge
fragment
sharing
interfaces

Document clusters delivered
around access map outcome
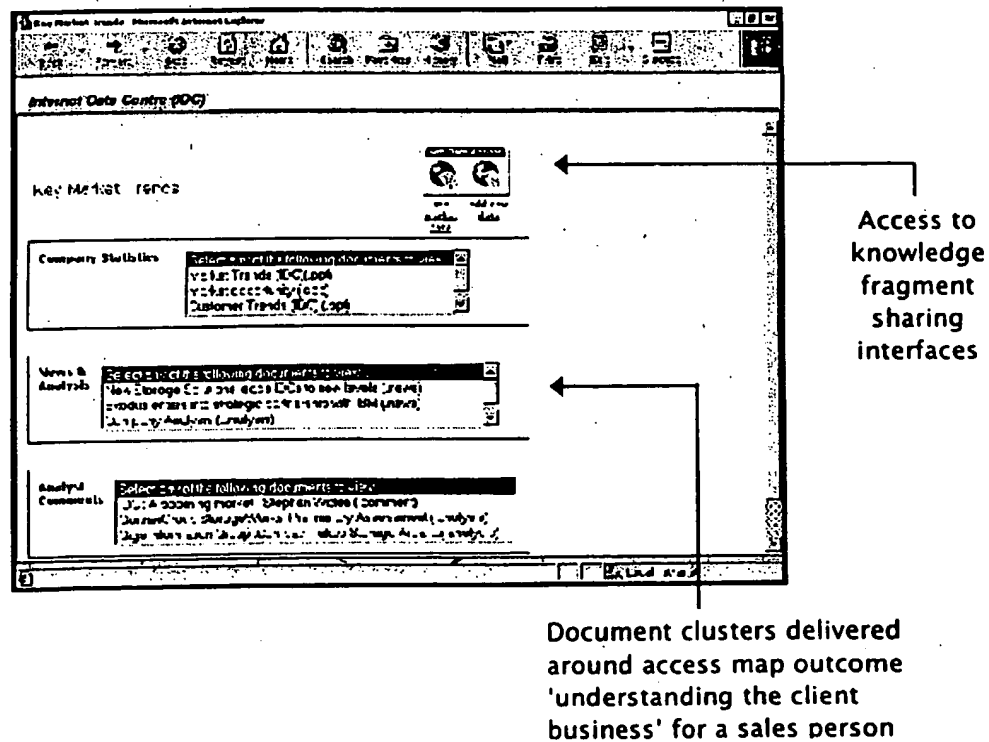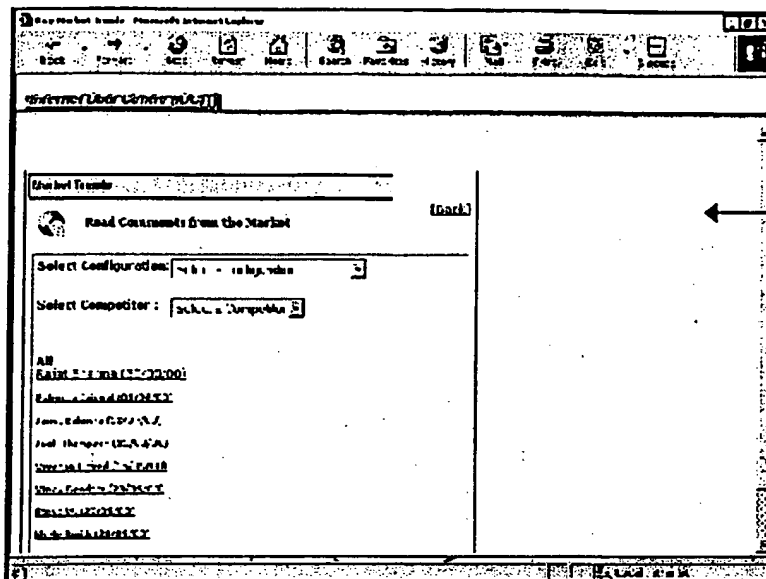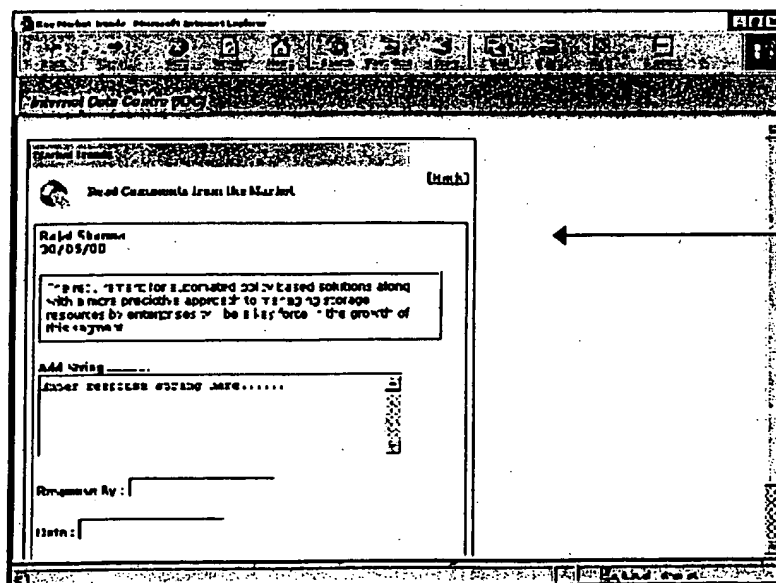'understanding the client
business' for a sales person

6/25

FIG. 5.3

Orthogonal
dimensions of
concern
- Client
  concern
  (embedded)
- Configuration
  (optional)
- Competitor
  (optional)

FIG. 5.4

View knowledge
fragments and
append strings
to existing
fragments

FIG. 5.5

Point of use 'understanding client market trends'

Add new knowledge fragments and choose dimensions of concern at one point of use
- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

FIG. 5.6

Storage Requirements: IDC: Level 2

This access point aims at arming you with complete solution information, relevant to the solutions for the client, "at his point of evolution" ...

Products and Solutions specific to IDCs in Level 2 (Click to view)...

Product Interest   **Solution Interest**

▶ Disk Drives   ▶ Bi-directional data rep mgr

▶ Storage Enclosures   ▶ Departmental DataSafe

▶ RAID controllers   ▶ Enterprise Backup Solution

▶ RAID Storage Systems   ▶ Network Attached Storage

▶ Storage Software

Access map where 'configuration' is embedded

Role: Sales Person
Outcome: Knowing the product being 'sold'

FIG. 5.7

Point of use
'knowing
about the
product'

Specifying 'points of
concern' within an
orthogonal
dimension of concern

Retrieve knowledge fragments
through different points of use
around different outcomes, on
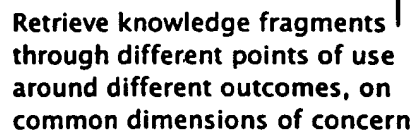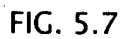common dimensions of concern

FIG. 7.1: DISTINCT SHARING LAYERS BASED ON OUTCOME LEVELS/
PERSPECTIVES FOR ANY ORGANIZATION – LAYERS

(Outcome Level 1)
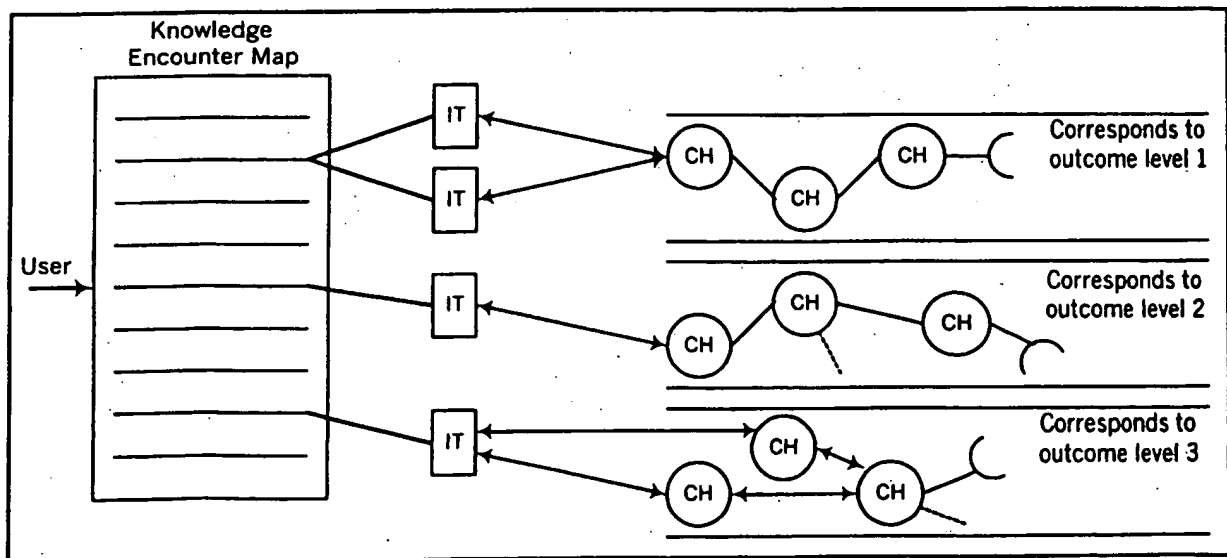'Deliverables' layer

(Outcome Level 2)
'Know Hows' layer

(Outcome Level 3)
'Actionables' layer

(Outcome
Level 4)
Content
Core
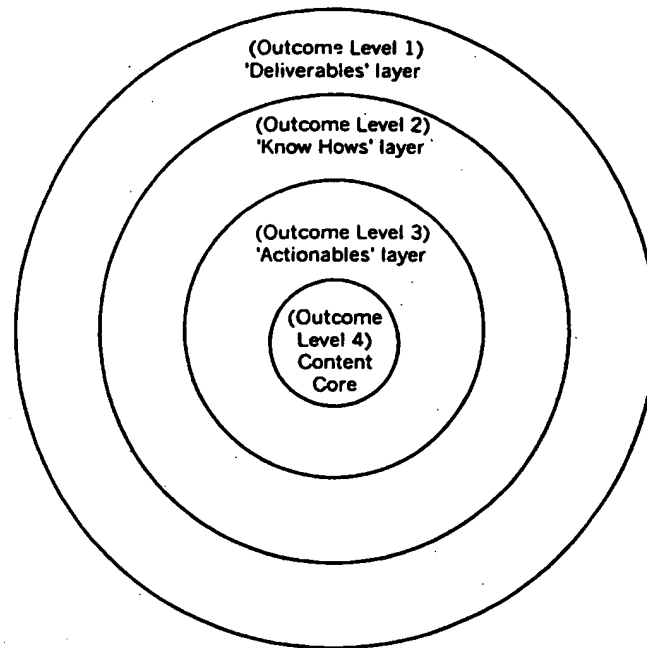
FIG. 7.2: Content Sharing in each Layer

IT: InDoC Tool
CH: Content Hub

FIG. 8.1: BASIS FOR KNOWLEDGE FRAGMENT SHARING PROTOCOL
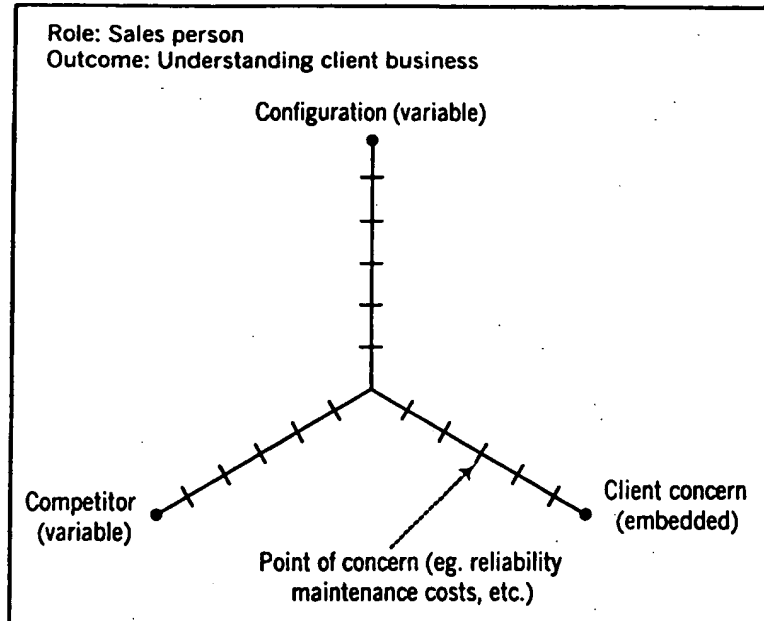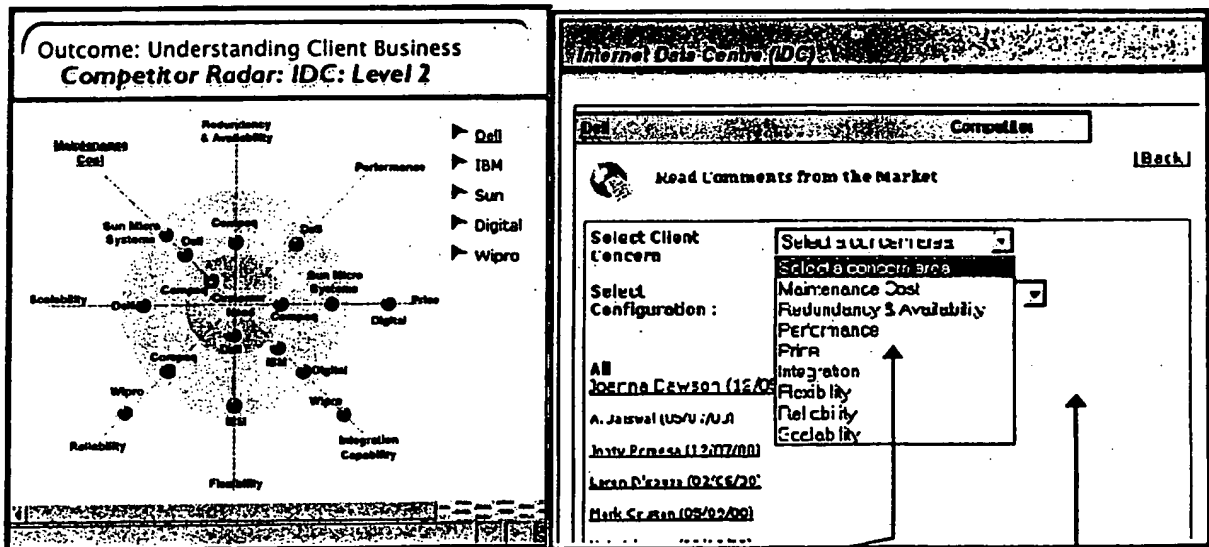## – Dimensions of Concern

Role: Sales person
Outcome: Understanding client business

Configuration (variable)

Competitor
(variable)

Client concern
(embedded)

Point of concern (eg. reliability
maintenance costs, etc.)

FIG. 8.2: Example

Outcome: Understanding Client Business
Competitor Radar: IDC: Level 2

▶ Dell
▶ IBM
▶ Sun
▶ Digital
▶ Wipro

Points of concern
within orthogonal
dimension

Orthogonal dimensions of
concern
• Client concern (variable)
• Configuration (variable)
• Competitor (embedded)

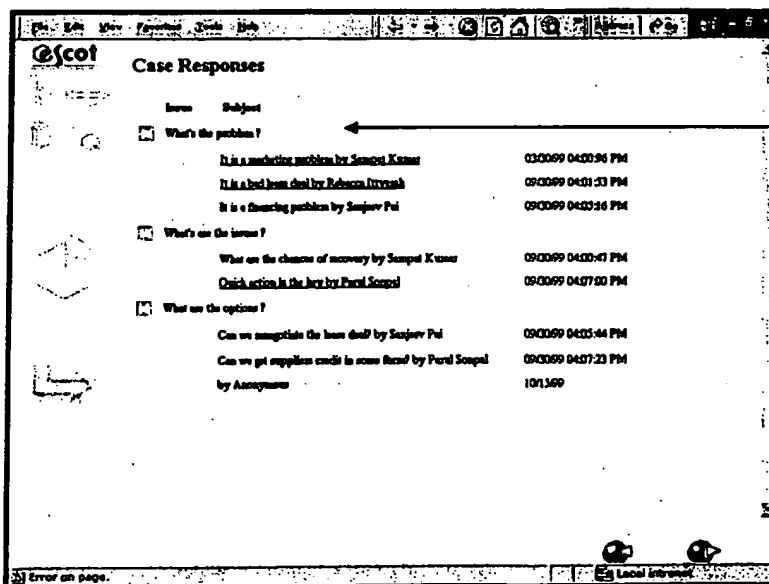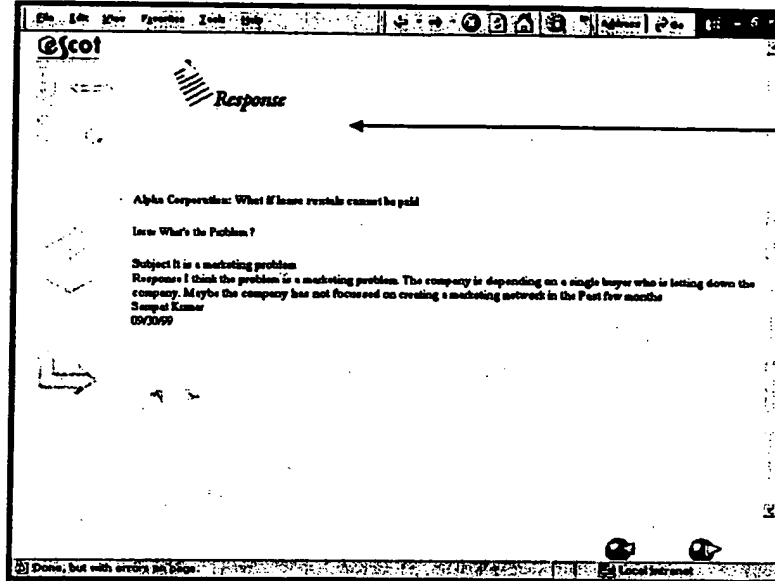FIG. 11a.1: SPECIALIZED INDOC NET EMBODIMENTS – Case Studies
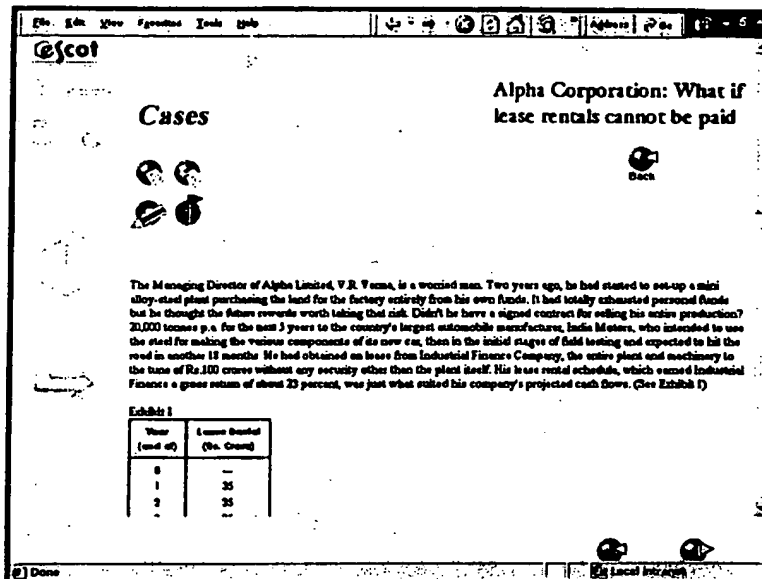
FIG. 11a.2

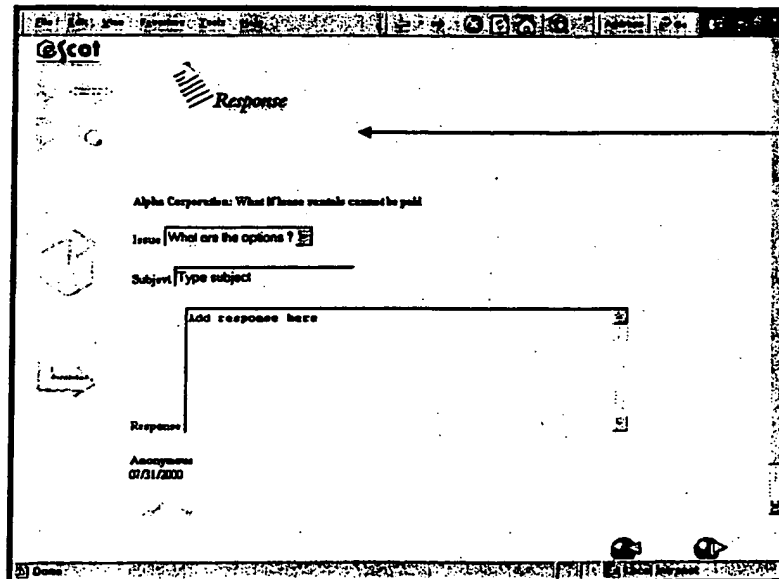Dimensions of concern derived from the insight architecture

FIG. 11a.3

@Scot

Response

Alpha Corporation: What if lease rentals cannot be paid

Issue What's the Problem ?

Subject It is a marketing problem
Response I think the problem is a marketing problem. The company is depending on a single buyer who is letting down the company. Maybe the company has not focussed on creating a marketing network in the Past few months
Sampat Kumar
09/30/99

Retrieve tacit
knowledge
fragments
embedded in
the document
cluster

FIG. 11a.4

@Scot

Response

Alpha Corporation: What if lease rentals cannot be paid

Issue What are the options ?

Subject Type subject

Add response here

Response

Anonymous
07/31/2000

Add tacit
knowledge
which gets
embedded
into the
document
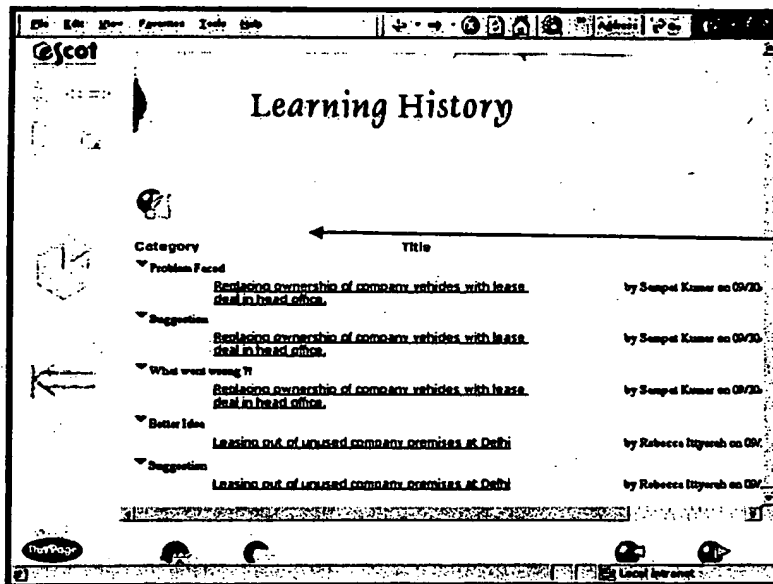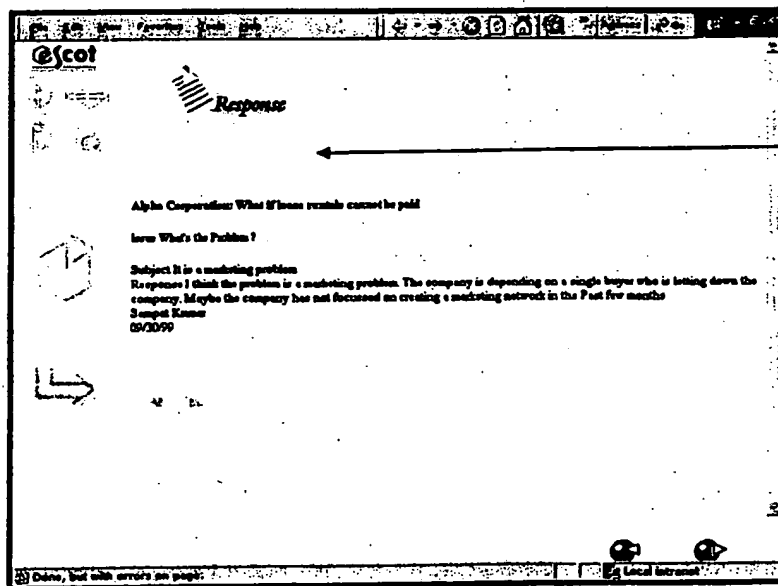cluster in the
content
structure
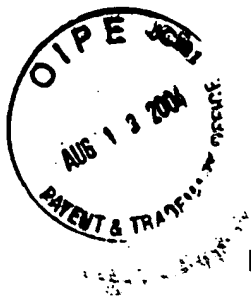
FIG. 11b.1: Learning History

Dimensions of concern derived from the insight architecture

FIG. 11b.2

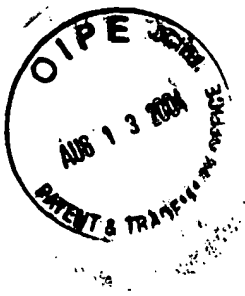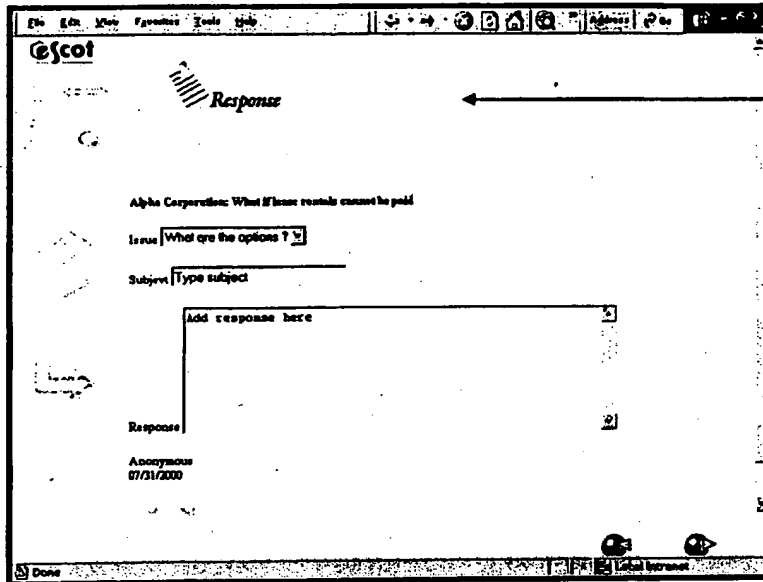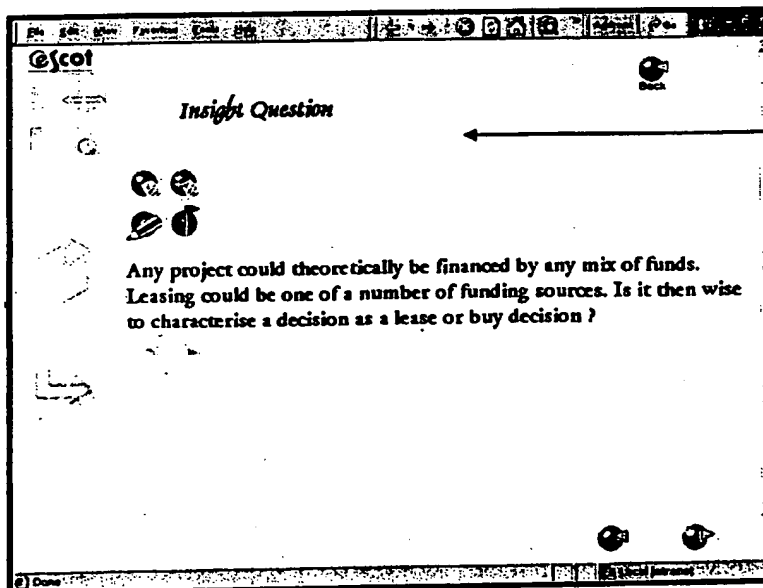**Retrieve tacit knowledge fragments embedded in the document cluster**

FIG. 11b.3

Response

Alpha Corporation: What if Issue rentals cannot be paid

Issue [What are the options ? ▼]

Subject [Type subject]

[Add response here]

Response

Anonymous
07/31/2000

Add tacit
knowledge
which gets
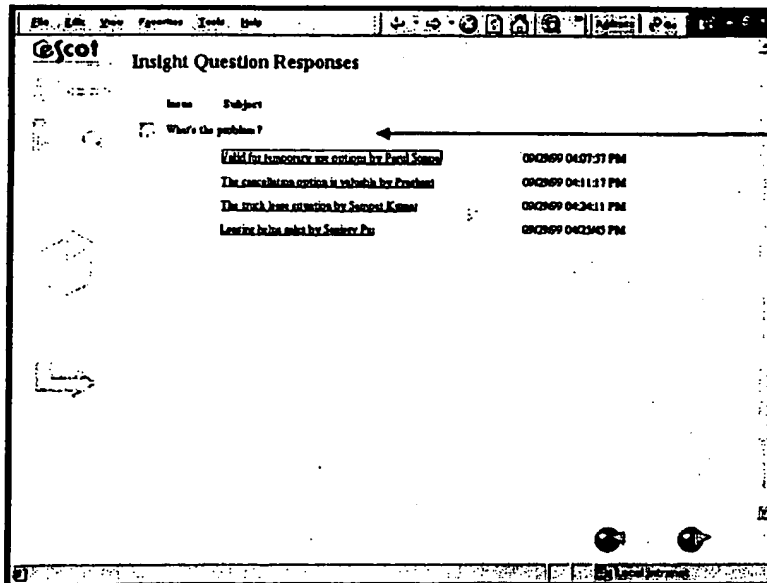embedded into
the document
cluster in the
content
structure

FIG. 11c.1: Insight Questions

Insight Question

Back

Any project could theoretically be financed by any mix of funds.
Leasing could be one of a number of funding sources. Is it then wise
to characterise a decision as a lease or buy decision ?

Dimensions of
concern derived
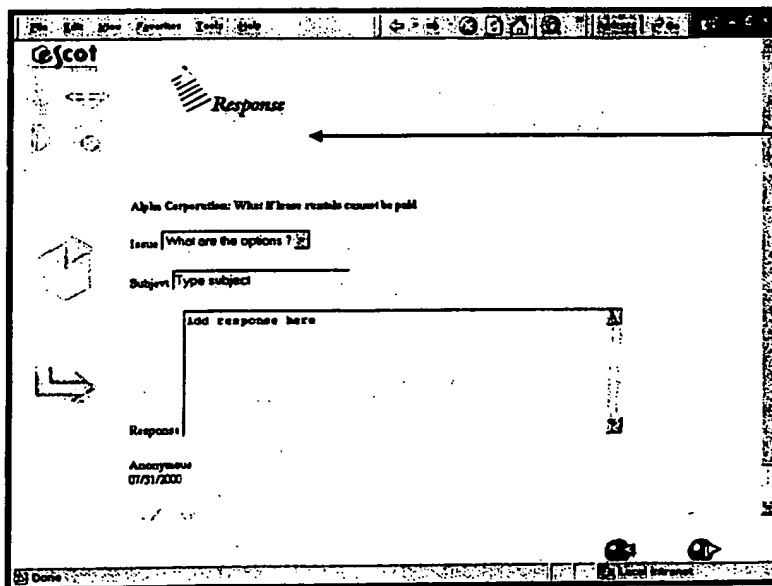from the insight
architecture

FIG. 11c.2

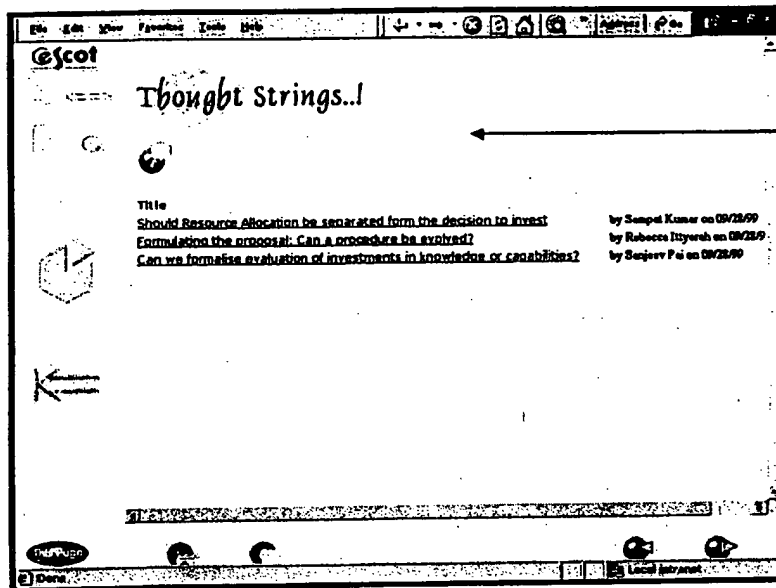Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11c.3

Add tacit knowledge which gets embedded into the document cluster in the content structure
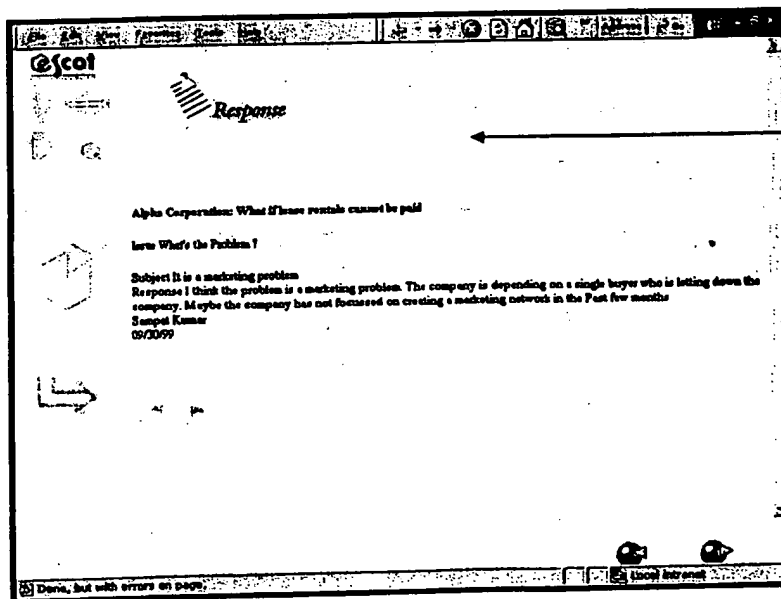
FIG. 11d.1: Thought String

Dimensions of concern derived from the insight architecture

FIG. 11d.2

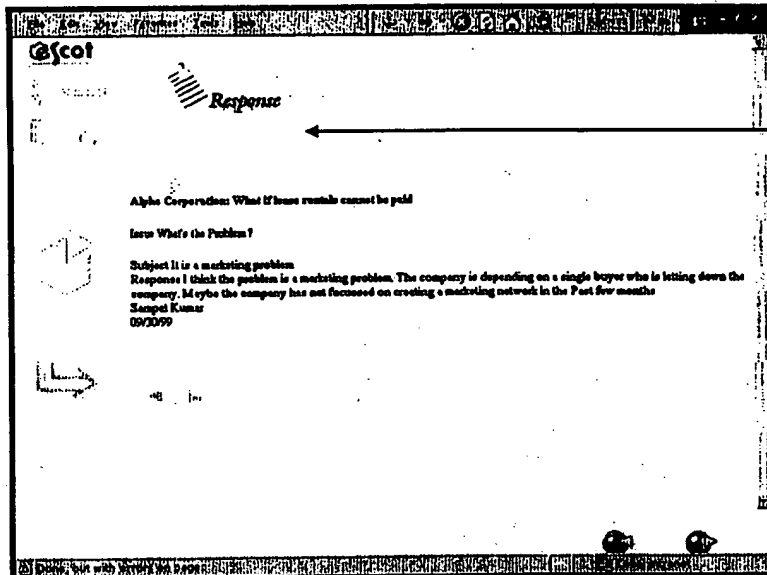Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11d.3

Add tacit knowledge which gets embedded into the document cluster in the content structure
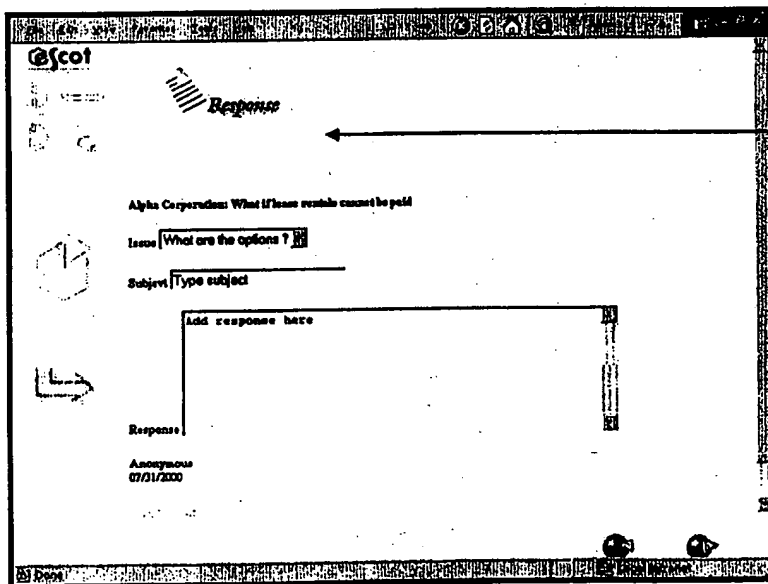
FIG. 11e.1: Trouble Shooting

Dimensions of concern derived from the insight architecture

FIG. 11e.2

Retrieve tacit
knowledge
fragments
embedded in
the document
cluster

FIG. 11e.3

Add tacit
knowledge
which gets
embedded into
the document
cluster in the
content
structure